PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promote patient feedback and how to make a complaint for those in the 16-35 age group and for those who completed the survey on behalf of someone else.	• Include QR codes on our 'We Want to Hear from You' Feedback Cards with link to Feedback & Complaint Process. • Place 'We Want to Hear from You' Posters with QR code in each Inpatient and Out Patient Clinical and all Public Areas and on our website with link to Feedback & Complaints Process Information. • Give a 'We Want to Hear from You' card to each patient at discharge. • Staff Training re updated process.	• Improved reach of digital natives. • Improved accessibility to the Feedback & Complaints Process for those not in the hospital who wish to give feedback or make a complaint or assist someone else to do so.	Q4 2024

PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Hospital food outside set meal times for those with a mental health, psychological or emotional condition.	• Review and optimise snack options in line with National Food Nutrition and Hydration Policy recommendations.	• Improve variety and nutritional content of snack options available.	Q3 2024
	• Carry out education with ward catering assistants regarding reviewed snack options, missed meals and introduce new trolley presentation of snacks	• Catering assistants understanding of the importance of their role in nutrition provision at snack times. • Catering assistants understanding of missed meal options and systems including but not limited to snack list.	Q4 2024
	• Display and show snack options on a trolley at all snack rounds rather than verbal offering.	• Visual display will increase staff and service user awareness of options and range available. • Attractive presentation of snack offering may enhance snack uptake, improving nutritional status of service user and service user experience. • Display will improve understanding and communication for service users with hearing issues language etc.	Q4 2024